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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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10/723,742

11/26/2003

Janaki Kumar

13906-148001 /
2003P00828

9947

32864 7590 04/04/2006

FISH & RICHARDSON, P.C.
PO BOX 1022
MINNEAPOLIS, MN 55440-1022

EXAMINER

VAUGHN, GREGORY J

ART UNIT

PAPER NUMBER

2178

DATE MAILED: 04/04/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

10/723,742

Applicant(s)

KUMAR ET AL.

Examiner

Gregory J. Vaughn

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 26 November 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-36 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-36 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 15 March 2004 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date <u>3/22/04, 11/18/04</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Action Background

1. This action is responsive to the application filing, application filed on 11/26/2003.
2. Claims 1-36 are pending in the case, claims 1, 13 and 25 are independent claims.
3. Acknowledgement is made to the applicant's submission of two Information Disclosure Statements, filed 3/22/2004 and 11/18/2004.
4. Acknowledgement is made to the applicant's submission of replacement drawings on 3/8/2004 and 3/15/2004.

Drawings

5. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they include the following reference sign(s) not mentioned in the description:
 - "110" in Figure 2A
 - "206" in Figure 2E.

A proposed drawing correction, corrected drawings, or amendment to the specification to add the reference sign(s) in the description, are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

Specification

6. The disclosure is objected to because of the following informalities:
- The disclosure recites "*The message area 108 includes a separator 102*" (page 5, line 11). Reference sign 102 is directed toward a "*Graphical User Interface*".
 - The disclosure recites "*title box 200*" (page 7, line 9). Reference sign 200 is directed toward a "*GUI*".
 - The disclosure recites "*search area 256*" (page 7, line 23; page 8, lines 1 and 2). Reference sign 256 is directed toward a "*Search*" button, and not a search area.
 - The disclosure fails to disclose those reference signs listed in paragraph 4 above, which are shown in the drawings.

Appropriate correction is required.

Claim Rejections - 35 USC § 102

7. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

"A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international

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application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language."

8. Claims 1-2, 13-14 and 25-26 are rejected under 35 U.S.C. 102(e) as being anticipated by Ohnishi, US Patent Publication 2003/0187876, filed 3/19/2003, published 10/2/2003.
9. **Regarding independent claim 1**, Ohnishi discloses a customer interaction center system. Ohnishi recites: *"One object of the present invention is to provide a office counter work supporting system that can support an operator in his/her office counter work by properly providing to the operator various information on each customer"* (paragraph 11). Ohnishi discloses presenting a single user interface, which includes a work area with customer information (see Figure 6A), and a message area (see Figure 6C).
10. **Regarding dependent claim 2**, Ohnishi discloses the electronic messages are sent from a supervisor. Ohnishi recites: *"The CI server 33 accommodates a CRM (Customer Relationship Management) application to acquire and use various information stored in the mini MCIF database 32, a sales support application to obtain advice, from a supervisor"* (paragraph 62). See also Figure 6C, wherein the message says: *"Mind Your Language"*.

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11. **Regarding claims 13-14 and 25-26**, the claims are directed toward a system and machine-readable media, respectively, for the method of claim 1, and are rejected using the same rationale.

Claim Rejections - 35 USC § 103

12. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

“(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.”

13. Claims 3-12, 15-24 and 27-36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ohnishi in view of Corneille et al. US Patent Publication. 2005/0075115, filed 10/7/2003, published 4/7/2005 (hereinafter Corneille).

14. **Regarding dependent claims 3 and 4**, Ohnishi discloses a customer system with an interface having a work area and a message area as described above. Ohnishi fails to disclose the message with a priority indicator (claim 3) or displaying the messages according to a priority (claim 4). However Corneille teaches specific message functionality, including priority indicators in customer service systems. Corneille is directed toward providing customer service. Corneille recites: “allow an end-user to call a

customer service center, through which long-term provisioning can be obtained for the mobile device" (paragraph 8).

Corneille discloses the use of full function messaging systems that include the use of priority indicators. Corneille recites: *"End users may set their preferences for email-driven notifications using a rules engine that may come with the email client on their laptop/desktop computer. One common rules engine may be found in Outlook 2000 and Lotus Notes, both of which allow users to establish a wide variety of rules. Outlook's Rules Wizard allows users to be notified when they receive any message, a message from a specific person or distribution list, a high priority message, a message with specific words in the subject or body, a message sent only to the end user, a message where the user is in the To:, a message where the user is in the CC:, etc. It also allows the end user to specify up to 24 different exceptions (i.e.--don't forward notes with attachments) to further filter message about which they are notified" (paragraph 146).*

Therefore, it would have been obvious, to one of ordinary skill, at the time the invention was made to combine the messaging functionality of Corneille with the customer interface of Ohnishi in order to: *'set up and manage end-users for a specific service" (Corneille, paragraph 14).*

Regarding dependent claims 5 and 6, Ohnishi discloses a customer system with an interface having a work area and a message area as described above. Ohnishi fails to explicitly describe the message having scroll capabilities (claim 5) and control of the scroll capabilities with a cursor (claim

6), however messages with scrolling capabilities are well known in the art. For example, Corneille discloses Outlook 2000 and Lotus Notes, which both incorporate messages that are scroll enabled. In fact, in the art of GUI development, a text object (like a message) is typically displayed in a text box, which has controls that enable scrolling features when the amount of text is more than the size of the text box (vertical and horizontal scrolling enablement are frequently an artistic design consideration). Corneille discloses an example of such a text box in Figure 22 at reference sign 2212.

Therefore, it would have been obvious, to one of ordinary skill, at the time the invention was made to combine the messaging functionality of Corneille with the customer interface of Ohnishi in order to: *'set up and manage end-users for a specific service'* (Corneille, paragraph 14).

Regarding dependent claims 7-12, Ohnishi discloses a customer system with an interface having a work area and a message area as described above. Ohnishi fails to explicitly describe the message with status control capabilities, wherein if the message has a new status, it is added to the message area (claim 7), if the message has a read status, it is removed from the message area (claim 8), if the message has an expired status, it is removed from the message area (claim 9), being able to manually control message status information (claim 10), using the mouse to control message status information (claim 11), and the ability to sort messages based on the status information (claim 12). However these message controls are well

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known in the art. As Corneille states above, Outlook 2000 and Lotus notes disclose the claimed message functionality.

Therefore, it would have been obvious, to one of ordinary skill, at the time the invention was made to combine the messaging functionality of Corneille with the customer interface of Ohnishi in order to: *'set up and manage end-users for a specific service'* (Corneille, paragraph 14).

15. **Regarding claims 15-24 and 27-36**, the claims are directed toward a system and machine-readable media, respectively, for the method of claims 3-12, and are rejected using the same rationale.

Conclusion

16. The following prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

<u>Patent/Publication</u>	<u>Date</u>	<u>Inventor</u>
• US-5,666,215 A	09-1997	Fredlund et al.
• US-6,163,772 A 1	2-2000	Kramer et al.
• US-2002/0064149 A1	05-2002	Elliott et al.
• US-2003/0035532 A1	02-2003	Ganesan et al.
• US-2003/0058277 A1	03-2003	BOWMAN-AMUAH, MICHEL K.
• US-2003/0187876 A1	10-2003	Ohnishi, Shinichi
• US-2003/0195811 A1	10-2003	Hayes et al.
• US-2003/0231241 A1	12-2003	Iida, Takayuki
• US-2004/0054647 A1	03-2004	Inaba et al.
• US-2004/0174980 A1	09-2004	Knott et al.
• US-2004/0260759 A1	12-2004	Smoliar et al.
• US-2005/0075115 A1	04-2005	Corneille et al.

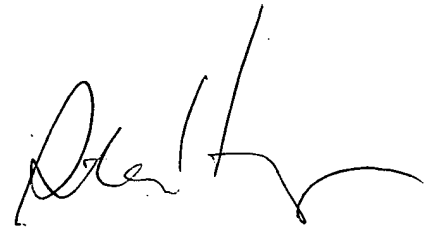
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17. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Gregory J. Vaughn whose telephone number is (571) 272-4131. The examiner can normally be reached Monday to Friday from 8:00 am to 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Stephen S. Hong can be reached at (571) 272-4124. The fax phone number for the organization where this application or proceeding is assigned is (571) 272-2100.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Gregory J. Vaughn
March 23, 2006

A handwritten signature in black ink, appearing to read 'Stephen Hong', with a stylized flourish at the end.

STEPHEN HONG
SUPERVISORY PATENT EXAMINER